

NOV 11 2005

**RESPONSE UNDER 37 C.F.R. § 1.116
EXPEDITED PROCEDURE REQUESTED
EXAMINING GROUP 2642
PATENT
Customer No. 32,127
Attorney Docket No. 00-5019**

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
Douglas J. COWELL et al.) Group Art Unit: 2642
Application No.: 09/692,926) Examiner: Agdeppa, Hector A
Filed: October 20, 2000) Confirmation No.: 8386
For: METHOD AND SYSTEM FOR)
CALL CENTER SCREENING)

MAIL STOP AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

AMENDMENT

In response to the Final Office Action mailed September 8, 2005, the period for response thereto extending through December 8, 2005, Applicants propose that this application be amended as follows:

*Do Not
Discard
11/26/05*

Amendments to the Claims are reflected beginning on page 2 of this paper.

Remarks/Arguments begin on page 16 of this paper.